

## TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1<sup>st</sup> Quarter Total: 221

2<sup>nd</sup> Quarter Total: 302

3<sup>rd</sup> Quarter Total: 351

4<sup>th</sup> Quarter Total: 277

2018 Total: 1151

### **Amerigroup TN TennCare 1<sup>st</sup> Qtr Total – 69**

Denial Reversed: 32

Denial Upheld: 27

Duplicate: 2

Ineligible: 1

Insufficient: 1

Paid: 3

Question Answered: 3

### **Amerigroup TN TennCare 2<sup>nd</sup> Qtr Total – 106**

Denial Reversed: 47

Denial Upheld: 42

Duplicate: 2

Ineligible: 4

Opened in Error: 1

Paid: 2

Question Answered: 3

Withdrawn: 5

### **Amerigroup TN TennCare 3<sup>rd</sup> Qtr Total – 135**

Denial Reversed: 57

Denial Upheld: 68

Duplicate: 2

Ineligible: 1

Partial: 3

Question Answered: 2

Resolved: 2

### **Amerigroup TN TennCare 4<sup>th</sup> Qtr Total – 112**

Denial Reversed: 54

Denial Upheld: 53

Duplicate: 3

No Provider ID'd: 1

Question Answered: 1

### **Amerigroup TN TennCare & PPL 1<sup>st</sup> Qtr Total – 1**

Question Answered: 1

### **Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr Total – 4**

Denial Reversed: 2

Denial Upheld: 2

### **Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 2<sup>nd</sup> Qtr Totals – 10**

Denial Reversed: 8

Denial Upheld: 2

**Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 3<sup>rd</sup> Qtr Totals – 3**

Denial Upheld: 3

**Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 4<sup>th</sup> Qtr Totals – 4**

Denial Reversed: 2

Denial Upheld: 1

Question answered: 1

**Cigna 1<sup>st</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**Cigna 4<sup>th</sup> Qtr Total - 3**

Referral to Consumer Insurance Services: 3

**DentaQuest 3<sup>rd</sup> Qtr Total - 2**

Denial Reversed: 1

Question Answered: 1

**Farm Bureau 2<sup>nd</sup> Qtr Total - 2**

Referral to Consumer Insurance Services: 2

**Farm Bureau 3<sup>rd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**Guarantee Trust 3<sup>rd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**Harmony 3<sup>rd</sup> Qtr Total - 1**

Denial Reversed: 1

**HealthSpring 3<sup>rd</sup> Qtr Total - 1**

Denial Reversed: 1

**Humana Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**Humana Medicare Advantage SNP 4<sup>th</sup> Qtr Total – 1**

Denial Reversed: 1

**Humana Medicare 3<sup>rd</sup> Qtr Total – 2**

Ineligible: 1

Referral to Consumer Insurance Services: 1

**Manhattan Life: 1<sup>st</sup> Qtr & 2<sup>nd</sup> Qtr Total: 2**

Referral to Consumer Insurance Services: 2

**Medicare 4<sup>th</sup> Qtr Total – 1**

Referral to Consumer Insurance Services: 1

**Progressive 3<sup>rd</sup> Qtr total – 3**

Referral to Consumer Insurance Services: 3

**Public Partnerships LLC (DIDD) 2<sup>nd</sup> Qtr Total - 19**

Denial Reversed: 5

Ineligible: 1

Paid: 7

Partial: 1

Processed as Enrollee Services Request: 3

Question Answered: 2

**Public Partnerships LLC 3<sup>rd</sup> Qtr Total - 1**

Paid: 1

**TennCare Bureau 1<sup>st</sup> & 2<sup>nd</sup> Qtr Totals - 2**

Ineligible: 1

Resolved: 1

**TennCare Bureau 3<sup>rd</sup> Qtr Total: - 2**

Question Answered: 1

Referral to Division of TennCare: 1

**Tresix Insurance 2<sup>nd</sup> Qtr Total - 1**

Referral to Consumer Insurance services: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr Total – 111**

Denial Reversed: 36

Denial Upheld: 57

Duplicate: 2

Ineligible: 3

Paid: 1

Partial: 7

Question Answered: 3

Resolved: 2

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr Total – 117**

Denial Reversed: 50

Denial Upheld: 47

Duplicate: 6

Ineligible: 1

Insufficient: 1

Partial: 6

Question Answered: 5

Resolved: 1

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr Total – 114**

Consolidated with another PC: 1  
Denial Reversed: 53  
Denial Upheld: 47  
Ineligible: 1  
Paid: 3  
Partial: 7  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare 4<sup>th</sup> Qtr Total – 108**

Denial Reversed: 31  
Denial Upheld: 50  
Ineligible: 13  
Opened in Error: 3  
Paid: 2  
Partial: 8  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley & TennCare 1<sup>st</sup> Qtr Total – 1**

Question Answered: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 13**

Denial Reversed: 5  
Denial Upheld: 6  
Partial: 1  
Resolved: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 15**

Denial Reversed: 4  
Denial Upheld: 9  
Ineligible: 1  
Partial: 2

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 44**

Consolidated: 1  
Denial Reversed: 18  
Denial Upheld: 23  
Partial: 1  
Resolved: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4<sup>th</sup> Qtr Total – 23**

Denial Reversed: 7  
Denial Upheld: 14  
Partial: 2

**United Healthcare Commercial, AARP or Out-of State Medicaid: 14**

Referral to Consumer Insurance Services: 12  
Ineligible: 2

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 15**

Denial Reversed: 10  
Denial Upheld: 2  
Partial: 1  
Question Answered: 1  
Resolved: 1

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 28**

Denial Reversed: 18  
Denial Upheld: 4  
Insufficient: 1  
Opened in Error: 1  
Partial: 1  
Question Answered: 3

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr Total – 29**

Denial Reversed: 20  
Denial Upheld: 2  
Ineligible: 2  
Paid: 2  
Question Answered: 2  
Resolved: 1

**Volunteer State Health Plan TennCare 4<sup>th</sup> Qtr Total – 18**

Denial Reversed: 12  
Denial Upheld: 5  
Question Answered: 1

**Volunteer State Health Plan CoverKids 4<sup>th</sup> Qtr Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 2**

Denial Reversed: 2

**Volunteer State Health Plan Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 0**

**Volunteer State Health Plan Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan Medicare Advantage SNP 4<sup>th</sup> Qtr Total – 1**

Denial Upheld: 1

**BCBST 3<sup>rd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**BCBST Medicare Advantage 2<sup>nd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**BCBST Medicare Advantage 3<sup>rd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**Unknown Health Plan 1<sup>st</sup> and 3<sup>rd</sup> Qtr Total - 2**

Ineligible: 1

Referral to Consumer Insurance Services: 1